



TO: Affected Organizations
FROM: Patrick Dahill, Assistant Vice President, Policy
DATE: September 7, 2017
RE: Modifying NCQA Requirements in Response to Hurricanes and other Natural Disasters

NCQA would like to express our sympathy and support for all who were affected by the recent hurricanes.

NCQA is prepared to modify certain requirements for organizations adversely affected by the hurricanes and will work with organizations individually to accommodate unique situations.

The following sections provide general information.

Practitioners Who Provide Care During a Public Health Emergency

Practitioners who provide care as part of a federal, state or local government emergency response team are not considered to be within the scope of NCQA credentialing standards. NCQA does not require an organization to credential practitioners temporarily made available from and credentialed by organizations in neighboring states (or in affected states) to provide care to members.

Health Care Organizations Whose Operations Were Destroyed or Severely Disrupted

NCQA customers whose operations were destroyed or severely disrupted should contact NCQA using the Policy Clarification Support (PCS) system (<https://my.ncqa.org>) if there is a concern with meeting NCQA program requirements. Needed accommodations will be determined on a case-by-case basis. For example, NCQA may shorten survey look-back periods, reschedule survey dates or allow alternative oversampling amounts, expanded substitution or rotation of HEDIS and CAHPS measures.

In addition to contacting NCQA and surveyors/auditors, Medicare organizations whose operations or clinical care were affected enough to impact Star Ratings measures, including HEDIS and CAHPS measures, must contact CMS at PartCandDStarRatings@cms.hhs.gov. Because each situation is unique, each organization must provide a detailed description and justification to CMS for each Medicare measure for which they claim impact.